

# Senior Connection

Waukesha County

# **DEPARTMENT OF SENIOR SERVICES**

**FALL 2003** 

# FROM THE COUNTY EXECUTIVE-DAN FINLEY

Dear Friend,

The first step in maintaining a high quality of life is to identify needs and to arrange for the resources and services that fulfill them. The Department of Senior Services is committed to providing these services for older persons in our community through a multi-faceted approach that engages older people and their families, businesses, community agencies, and all levels of government.

The department has many services and support opportunities that affirm the dignity and value of older people by promoting and fostering independence and community involvement. An example of this is the Caregiver Support Program, which recognizes the critical role of families providing care to older family members and provides supportive services like respite care, benefits counseling, guidance and instructions about care options, and a resource library. This program is unique in that grandparents raising their grandchildren can also receive information and assistance.

As your County Executive, I am proud of what we are accomplishing to better serve you. During tough fiscal times, Waukesha County has proven to be a leader in implementing cost effective measures that sustain healthy lives for our residents.

Sincerely,

Daniel M. Finley County Executive

Dais M. Finley

# **WAUKESHA COUNTY**

Department of Senior Services



# MISSION STATEMENT

The mission of the Waukesha County Department of Senior Services is to affirm the dignity and value of older people through services, support and opportunities that promote choice, independence and community involvement.

The Department of Senior Services intends to fulfill this mission with the assistance of our partners: older people and their families, and the community as a whole including business, community agencies and all levels of government.

FROM THE DIRECTOR OF SENIOR SERVICES

**CATHY BELLOVARY** 

It hardly seems possible that summer is over. Though very dry for so much of the summer, it has been very pleasant. We have been extremely busy here at Senior Services. The calls to the office continue to keep us responding to basic questions as well as more complicated situations that individuals and families need assistance with. Our Senior Line can help you Monday through Friday, 8:00 a.m. to 4:30 p.m. with any senior related issues. If we don't have the answer, we will refer you to the appropriate place. The staff is dedicated to helping you.

Our senior dining centers have been very busy this summer. We celebrated State Fair Day and finished our 25<sup>th</sup> anniversary celebrations at each center. Thanks to all the volunteers who helped. Thanks to Mary Smith, our Nutrition Program Supervisor, her staff, our visiting dignitaries, and Taher, Inc., our food vendor, for putting on the special events. We continue to need volunteers to help at the dining centers as well as to deliver meals to homebound older adults.

We continue to go out into the community to talk about the programs we offer as well as other programs in the community. Call us if you're looking for a speaker for senior issues. You can be proud you live in this county. There are lots of terrific programs and we collaborate with lots of agencies to provide needed services. Our staff is involved in numerous capacities on committees and activities throughout the community.

Working with the County Executive, the budget staff, and the County Board, we diligently developed our budget. With the severe deficits at the state level, we waited to see how it would impact our programs. As the senior population in the county increases, we continue to realize the need to plan and spend carefully. We will do our best to meet your needs.

Speaking of meeting your needs, we can't do it without a loyal and dedicated staff. I am so grateful for their talents. We have had some real staffing challenges in recent months for a variety of reasons. However, all the staff rallies to accommodate whatever the situation calls for. We welcome Linda Grimm to our staff as well as Cheryl Hart and Nancy Curran. We have a winning team. In addition, we cannot do our jobs or many of the other things we do, without our volunteers. Chris Rodriguez, our Volunteer Coordinator, would like to talk to you about volunteer opportunities. The options vary from helping in the office, delivering meals, visiting a senior, helping visitors to our buildings, and more. If you have some extra time, call us!

Assisting caregivers continues to be a priority for us. We are grateful for the federal Older American's Act dollars that allow us to do this special programming including programs for grandparents who are raising grandchildren. The role of caregiver is a part we most likely have all played at some time or another. We cannot underestimate the critical role caregivers play in our society.

The county has kicked off its United Way Campaign. I am proud of my 34-year involvement with them as a volunteer. This year I am the President of the Board of Directors. The United Way programs meet the needs of the community. "What matters" is the theme. These programs matter to our seniors. Your donations help the agencies and the programs our department collaborates with. Working together we can make a difference. This matters!!

On a personal note, our summer ended with the marriage of our youngest son. What a very special time. There were so many special moments. As we celebrated the many moments, I reflected on the importance of family and friends. I have been blessed by wonderful parents who have taught our family so much; old friends who are always there for us; memories that we will always share; and attitudes that have encouraged us to enjoy and appreciate life and to make the most of every day. We are now happily preparing for the marriage of our oldest son next September. Our children have been a joy to us and we are also so pleased to now have "daughters."

These last weeks the skies have been clear and bright with stars and a red Mars. Summer flowers seem fuller and brighter as fall approaches. Listen to the crickets and katydids, and an occasional owl. Earlier fireflies were everywhere. You can't beat a beautiful Wisconsin evening.

I was in awe of the impact the Harley Davidson 100<sup>th</sup> anniversary celebration had. You couldn't help but feel all the excitement. You could hear and see the bikes everywhere. Our son and future daughter-in-law rode their bikes from Green Bay. As my parents stated after visiting the lakefront during the festivities, "the bikes are a work of art." It is amazing that an icon could bring so many people together from all over the world. They all came together for a common cause. And what fun they had!!

We have lots to be thankful for!

My Best,

Cathy A. Bellovary

"A volunteer is a person who believes that people can make a difference - and is willing to prove it."

**Anonymous** 



# 2003 SENIOR SOURCES ARE STILL AVAILABLE. If you haven't received your own copy, please call the Department of Senior Services at 262-548-7828 to have one mailed directly to you.

# **COMMISSION ON AGING**

The purpose of the Waukesha County Commission on Aging is to gather and maintain current information on the needs of older people in Waukesha County, delineate areas that need services, recommend ways to improve the quality of life of older people in Waukesha County, and encourage community involvement and cooperation in programs for older people.

The Commission is made up of 12 Commission members who are appointed by the County Executive. The Commission meets 10 to 12 times per year on the second Thursday of the month at 9:00 a.m.

For information about upcoming meetings, contact Kathleen Tordik at 262-548-7830. Your participation is encouraged to find out what the Commission on Aging and the Department of Senior Services does for seniors in Waukesha County.

FROM THE
CHAIRPERSON OF THE
WAUKESHA COUNTY
COMMISSION ON AGING

CALVIN GANDER

I recently attended a course on aging issues. The course helped me to understand aging better. What stood out for me was how to better handle the aging process and the discrimination toward seniors in our society. Some societies serve their seniors, but I'm not sure that is true in American on average. We seem to live in a throw away society that thinks new and is materialistic. Like I tell me children, "Your days of aging are coming!"

Geri Heppe was the instructor for the course I attended and I asked her to write an article on the topic of AGEISM which follows.

> Calvin Gander, Chair Waukesha County Commission on Aging

If you have extra time on your hands and you like to meet new people, please contact the Department of Senior Services at 548-7829.

There are many volunteer opportunities available.

Together we can make a difference!

# AGEISM – ALIVE AND TOO WELL

Geri Heppe, MS, Adult & Aging Resources Coordinator, Waukesha & Oconomowoc Memorial Hospital

As a senior citizen was driving down the interstate, his wife called him on his cell phone, "Herman, I just heard on the news that there is a car going the wrong way on the interstate - I know you were coming home that way and I just want you to be careful", to which Herman replied, "it's not just one car, it is hundreds of them"!!! Now that we all enjoyed a little chuckle maybe you are aware of how many jokes have been passed around lately that deal with age and/or memory. Is this kind of joke representative of a growing stereotype about aging, or just a good-natured view of what is to come? Maybe we just need to develop a heightened awareness and then decide what each of us wants to do about it.

AGEISM, I can hear it now, another "ism" to add to the vocabulary! Before you judge, let's review the definition of "ageism." According to Butler (1969) who coined the term, it is any attitude, action or institutional structure which subordinates a person or group because of age, or any assignment of roles in society purely on the basis of age (Traxler, 1980, page 4). In other words, ageism is a prejudice against older adults.

Think about it, do you observe or experience this prejudice? For example, when someone might be driving too cautiously, suddenly the horns are blaring! Or in the grocery store or bank as an older individual fumbles for the correct change, the other people in line begin whispering or sighing loudly (Henderson, K, 2002). Another common example is when a mature individual is treated like a child with a patronizing attitude. And if we think about whom is the brunt of many jokes today – it is often the aged, particularly regarding memory - just look at greeting cards.

Granted, jokes can be humorous and we should enjoy a good laugh, but the issue still remains that our society today honors and emphasizes youth, physical beauty, and sex sells. Did you know the average television show seeks success based on an audience that is between 18 and 35 years of age, yet what is the age of the largest audience? As you watch television start to look for positive role models of individuals over the age of 50. Observe ads in magazines or in the newspapers – age is not well represented, but why?

Research tells us that it is Americans that are the most blatant in displaying ageism. Our society fears death and consequently chooses to distance itself from death and all that it symbolizes (such as aging). An example of this in our society is how infrequently skilled nursing facility residents get visitors. For some, aging is equated with illness, cognitive disability and dependency. It seems that as long as a person is a "productive" member of society they have positive worth, but once they cease being productive they become a burden or a liability (Linda M. Woolf, Ph.D., Webster University website).

These attitudes may unfortunately reflect how mature adults are perceived not only by society but by individuals themselves. When a person depends on appearance and physical independence for their self-esteem, an illness or disability may become life threatening.

So how do we fight ageism? It starts with each one of us and knowledge is the best remedy according to Dr. Robert N. Butler. How do you model aging? Do you buy into stereotypes? When you are told – "what do you expect at your age?" – how do you respond? The average person today over 70 has survived the depression, several wars, has been a spouse and/or parent, has witnessed countless changes in medicine, technology, religion, business, has lost friends, lovers and family. In other words, the average person over 70 epitomizes survivorship – age deserves respect and honor. Later years in life are earned and are a testimony to a life well spent and still going – dignity is minimally your badge. Wear your age proudly. Remember a growing child is watching and modeling you, just as you did. What is your life teaching them about how they can age?

# HELP IS A FOUR LETTER WORD

# THREE DIGIT NUMBER

# Simply call 211 to get help with life



Are you sick and tired of receiving endless amounts of third class junk mail? If you would like to remove your name from a third class mailing list, send a letter requesting to have your name removed from all mailing lists to:

Mailing Preference Association Post Office Box 9008 Farmingdale, NY 11735-9008

To opt-out of receiving pre-approved credit card offers, call 1-888-567-8688.

You can opt-out for two years or permanently.

They will ask you a series of questions; this is a voice mail type system.

# \*\*\*\*\*

# Adopt a Route

Are you looking for a way to make a difference? It's easy - volunteer to deliver meals to homebound seniors. There is a critical need for volunteer drivers. By simply "adopting a route" over your lunch hour, you could make a big difference to the recently widowed Grandma down the road, or the elderly man who is recovering from surgery. How often you drive is determined by your schedule.

Waukesha County has the second highest senior population in Wisconsin with 57,854 seniors. Last year alone over 160,000 home delivered meals were delivered in this county. The average age of a recipient is 82 years old. Receiving home delivered meals ensures the participant is getting a safe and nutritionally balanced meal.

If you would like to volunteer or need more information, please call Melinda Stuart, Waukesha County Nutrition Coalition Coordinator at 262-970-4713.

\*\*\*\*\*

# **CAREGIVERS CORNER**

# **Let's Not Overlook our Male Caregivers**

Because caregiving is often thought of as a role assumed primarily by women, we tend to overlook the men who are giving direct hands-on care. More and more men

are entering the family caregiver ranks. A NFCA survey found that 44% of caregivers are men. Almost half of these men are spouses, one third are sons and the rest are friends and other males within the extended family.

Whether their loved one has been diagnosed with Alzheimer's disease, Parkinson's disease, multiple sclerosis, ALS, or a stroke, male caregivers often find their new role to be overwhelming and all-consuming. Most men in previous generations have grown up in a culture or household in which females have been perceived as the primary family nurturers. Yet often by necessity, more men than ever are rolling up their sleeves and helping an ill loved one with day-to-day tasks such as dressing, toileting, bathing, eating, changing dressings, and managing medications.

In confronting the responsibilities before them, men are more likely than women to delegate some of the caregiving responsibilities to others -- either to other family members, or to outside help who they've hired to handle many of the home-care duties.

Many male caregivers may neglect themselves in other areas -- eating an inadequate diet, ignoring their need for exercise, getting too little sleep, and postponing visits to the doctor for their own medical ills. But the consequences of these behaviors can be serious.

In order for male caregivers to properly care for their loved ones, they must remember to care for themselves. Here are eight emotional and physical tips for male caregivers:

- 1. Educate yourself about community resources and supportive services...then use them!
- 2. Find a Support Group, go faithfully, you do not want to isolate yourself!
- 3. Ask family members or friends for help. No one can do caregiving alone!
- 4. Exercise on the average of three times per week and maintain a healthy diet.
- 5. Establish time for Respite (Lunch/Dinner with a friend, go to the movies).
- 6. Practice time management.
- 7. Prepare all necessary documents, i.e.: insurance policies, deeds, loans and funeral arrangements.
- 8. Stay involved in hobbies.

For more information about caregiving support and services available to you, please contact the Department of Senior Services at 548-7828.

# DEPARTMENT OF SENIOR SERVICES LENDING LIBRARY

During the past two years the Waukesha County Department of Senior Services has developed a lending library full of educational videotapes, books, audio books and demonstration items. These items can easily be checked out to read, view and "try out" by contacting the office. They can be mailed to caregivers at no cost. Each month we will list new arrivals and "tried and true" items. Please call the Department of Senior Services at 548-7828 for additional information.

# **NEW ARRIVALS**

# **Audio Books**

# **Natural Healing for Anxiety and Depression**

Two professional healers explain the nature of anxiety and depression, and place these symptoms within the growing field of mind/body/spirit medicine. While some of the Ayurvedic words they use to explain Eastern healing will be new to many, what the authors communicate about emotional turbulence and imbalance will be clear to everyone. There is concise advice on the use of herbal medicine and lifestyle approaches to treat emotional pain, as well as valuable distinctions between what we can and cannot control about our emotions. The authors gently encourage listeners to observe and manage their symptoms, as well as their lives. While other programs on mind/body/spirit healing may have a greater range of information, few will offer a more heartfelt invitation to explore this approach to treating emotional pain. T.W. (c) AudioFile 2001, Portland, Maine

# Nutritional Tools for Diabetes by Julian Whitaker

Although doctors are quick to prescribe medication to lower blood sugar, they overlook the adverse side effects of these drugs. Dr. Whitaker's experience over the past 25 years in treating thousands of patients with type 2 diabetes is that far safer, equally effective nutritional therapies can usually replace the need for drugs.

# Books

# Self-Care Now: Coping With Chronic Illness by Pauline Salvucci

Based on the belief and conviction that you can learn to cope with chronic illness because you are more than what ails you, this indispensable and informative guide explores how complex emotions like shame, the fear of "selfishness" and the concept of guilt become the myths that trap and smother your ability to practice self-care and cope with the challenges of living with chronic illness. With 30 proven practical tips and strategies - plus the self-care quiz -- you can learn to build a positive relationship with your illness, take an active role in your healthcare and accomplish goals that add value to your life.

# Beyond Chaos: One Man's Journey Alongside His Chronically Ill Wife by Gregg Piburn

Beyond Chaos is one man's daring and thought-provoking chronicle of his wife's difficult journey with a chronic illness. This book encourages readers, both healthy and unhealthy, to become open, honest, and courageous in dealing with the sensitive and difficult issues surrounding chronic illness. Piburn shares his experiences and insights with a combination of wit and respect that will inspire readers.

# Final Gifts: Understanding the Special Awareness, Needs, and Communications of the Dying by Maggie Callanan

### From the Publisher

When someone we love is terminally ill, we are often unprepared to deal with the experience. But the dying has much to tell us and give to us. Final Gifts is a deeply moving, groundbreaking book that teaches us how to recognize and "decode" the often symbolic communications of those on the verge of death. In this humane, compassionate, and insightful approach to helping the dying, Callahan and Kelley show families, friends, and other caregivers how to listen to the dying, how to understand and accept what they wish or need to share, and how to learn from this awesome life event in ways that bring understanding, comfort, intimacy, and peace.

# **Videos**

### Nothing is Permanent Except Change by James Miller

Learning to manage transition in your life. This video blends advancing knowledge alongside artful presentation through meaningful photography, music and verse with psychological truths and wisdom. See how the phases of human transitions are comparable to three seasons of the year: fall, winter, and spring. A perfect group activity. 33 minutes.

### **Dealing With Alzheimer's by Terra Nova Films**

One of the most vital elements of living - communication - is hampered and slowly eroded by Alzheimer's disease. For family, friends, and caregivers this can be one of the most frustrating aspects of the disease. But with knowledge and some simple skilled, caregivers, family, and friends can prolong meaningful communication with someone who has Alzheimer's. The video teaches how to successfully communicate with someone who has Alzheimer's disease. It also teach how to respond to the many behavior changes that Alzheimer's can bring. 20 minutes.

# The Grit and Grace of Being a Caregiver by Willowgreen

Uses nature photography to illustrate seven paradoxical principles of healthy caregiving, like `To be close you must establish boundaries.` Concludes with affirmation of life-giving possibilities caregiving can provide. Can be shown as a whole or in sections. Designed for both laypersons and professionals. 36 minutes.

"VOLUNTEERS ARE NOT PAID...
NOT BECAUSE THEY ARE WORTHLESS,
BUT BECAUSE THEY ARE PRICELESS!"

Anonymous

"We are put on this earth not to see through each other, but to see each other through!"

Anonymous

# **GRANDPARENTS PARENTING GRANDCHILDREN**

GRANDPARENT SUPPORT GROUP With the use of funds available through The Older Americans Act Caregiving Grant, the Waukesha County Department of Senior Services has formed a group for grandparents who are parenting their grandchildren. This program has been very successful in giving grandparents helpful advice, new friendships, and much needed respite. A number of outings are planned throughout the year for both the children and the grandparents which allows new friendships to develop and creates a supportive network for everyone.

If you are a grandparent who is currently raising a grandchild, why not join us for some fun, relaxation and friendship. Please call Laura Dombrock, UW-Extension, at 548-7782 or call the Department of Senior Services at 548-7828 for more information.

# For a copy of the **GRAND NEWSLETTER**

-a resource for grandparents/relatives raising and nurturing dependent children-Call Senior Services at 548-7828.

# FRIENDLY VISITORS

You hold the hand of many
Listen to the words of all
You become more than company
And are there at the slightest call
Bringing joy, laughter, warmth and a song
Leaving with what you knew all along
That shared peace with a willing heart
Can be found in all of us
When we do our part.

\*\*\*\*

# INFORMATION AND ASSISTANCE

# **Living with Alzheimer's Disease**

According to Novartis Pharmaceuticals Corporation, Alzheimer's Disease causes changes in the brain's cells which can not be reversed. These changes cause problems such as memory loss, difficulty making decisions, expressing one's own thoughts, understanding conversation and caring for oneself.

# Some simple ways to cope with memory loss are:

- 1. Ask someone to keep an extra house key or car key or pair of glasses.
- 2. Keep a small notebook with you to write things you need to remember.
- 3. Keep a list of names and numbers you often use by the phone.
- 4. Put pictures or a list of contents on drawers.
- 5. Label doors: bathroom, bedroom, basement, and your closet.
- 6. Make a list of activities for each day and put it in plain view.
- 7. Keep clocks in easy to see places and a calendar on which to cross off each passing day.
- 8. Ask someone to remind you of important dates and appointments.

# How to avoid getting lost and what to do if you do get lost:

- 1. Always go with someone.
- 2. Always ask to find your way go to the nearest store.
- 3. Wear an identification bracelet with your name, address and telephone number.
- 4. Give someone a list of people to call in case of an emergency.

# If you have difficulty saying things:

- 1. Take your time do not be rushed.
- 2. Tell people you have a memory problem ask them to repeat things if it you do not understand them.
- 3. If it is too noisy go to a quiet place.
- 4. If you forget what you wanted to say, do not get upset. Wait, relax and it may return to you.

# Living Independently:

- 1. Concentrate and focus on what you can do take your time doing it.
- 2. Keep a routine use the same time for medications, meals, exercise and bedtime.
- 3. Ask someone to help you pick out and organize your clothes.
- 4. Leave notes or directions to turn off appliances.
- 5. Always have a smoke detector in working order.
- 6. Do not let strangers into your home.
- 7. Ask someone to call you daily.
- 8. Contact a home delivered meal program to stay healthy and strong.
- 9. Ask someone to pay your bills and balance your checkbook.

# Difficulty Driving:

1. If you are an unsafe driver, you should consider giving up your license or stop driving. The County has countywide subsidized transportation programs available for Waukesha County residents. Contact the Department of Senior Services for information at 548-7828.

# **Important Future Planning Documentation:**

- 1. Prepare a Financial Power of Attorney and select a trustworthy relative or friend to act on your behalf to make financial decisions on your behalf when you are unable to.
- 2. Prepare a Healthcare Power of Attorney and select a trustworthy relative or friend to act on your behalf to make healthcare decisions when you are unable to do so yourself.

Initially you should have a geriatric assessment, which will evaluate your abilities and determine the cause of them. It is a consultative appointment and the entire report is shared with your personal physician so that the appropriate services and medication can be given to maintain independence. A baseline of symptoms and behaviors is determined and can be used later in the path of progression of the disease. Services can be added or changed as needed to ensure one's safety.

# About AARP Grief Programs

For nearly three decades, the AARP Grief and Loss Programs have helped the newly bereaved through the grief process.

A recognized leader in the field of bereavement, they have helped more than a million individuals since their program was established in 1973. Today, AARP Grief and Loss Programs offer a wide variety of resources and information on bereavement issues for adults of all ages and their families. Services include: one-to-one peer outreach, a grief course, bereavement support groups, informational booklets and brochures, and online support.

# **AARP Grief Support Line**

Would you like to talk to someone who cares?

**Call toll free** 1-866-797-2277 9 am - 9 pm ET, Daily





From the horseless carriage to SUVs we've had a long-term love affair with our cars. Henry Ford's Model T, introduced in 1908, was the first car for the middle class. Ford dominated the auto industry through the 1930's when GM and Chrysler overtook him.

We had woodie station wagons, studebakers and edsels. The tailfin era started with Cadillac in

1948 and stuck around until about 1959. During the 1950's, cars got bigger, more luxurious and more powerful. The Corvette was introduced in 1953 and the Thunderbird in 1955. When the GTO came out in 1964, it just beat out the Mustang to become the first "muscle car".



I grew up as part of a Ford family. In my town you either had a Ford or a Chevy and you didn't switch loyalties. My first car memories are of a blue 1950s Ford. Just your basic car – manual transmission, no turn signals (left hand stuck straight out the window let the guy behind you know you were turning left; left hand stuck out the window with the elbow bent up meant you were going to turn right); no rear window defroster, no air conditioning (unless you count the open windows). But all four windows rolled all the way down, and you had those neat little side windows in the front. You could also easily put three people in front and four in the back.

These days cars come with seat belts and air bags. Automatic transmissions and air conditioning are almost standard and you can get four-wheel drive, sun roofs, automatic windows and door locks, door openers, child safety locks, mapping devices, computer hook ups and cell phone chargers. You can even get seat warmers (which are great in the winter, but may cause some embarrassment when accidentally turned on in the summer!)

The auto industry has made great strides in adding safety devices to cars. My current car has an automatic window feature which allows the driver to control all four windows, so that the "kid" (young or old) in the back seat can't constantly roll the window up and down, or toss out something better left inside, such as the family cat! Yes, I did once toss the family cat out the window, but before you report me to the SPCA there is a perfectly logical explanation. I was riding in that blue Ford with my parents to one of our potato fields and without telling them I brought along Friskie our head farm cat. I was about 10 years old at the time. When my parents realized I had the cat in the car they were very upset with me and told me I should not have a cat in the car. So, since I was not supposed to have the cat in the car and not wanting to lose the cat I tied some twine around it's neck and tossed it out the back window. That way she was not really in the car. When I heard the cat screech I hauled her back in and she immediately hid under the seat. When we reached the field she ran from the car and hid somewhere as far away from me as possible. My Dad went back to the field after supper that night, found Friskie and brought her home. She had a broken back leg, which my Aunt (who was a surgical nurse) set with some small sticks. (Friskie spent a couple of weeks in a small room off the entrance to our house and recovered fully from her injuries and I never again threw a cat out the window of a car. I've actually had several cats as an adult, with one living to the ripe old age of 17.) Now if that true-life story doesn't help sell car safety devices, nothing will!!!

# **SENIOR NUTRITION PROGRAM**

# News From the Nutrition Advisory Council

The Waukesha County Senior Dining program celebrated 25 years of Senior Dining with our last celebration at New Berlin Senior Dining Center on August 20, 2003. Over 1180 people joined in the festivities throughout the year and helped celebrate the last 25 years of Senior Dining. As we look forward to our next 25 vears of senior dining, we would like to invite all seniors 60 and above to join us for a great nutritious lunch, great socialization and nutrition education. We have been pleased with the number of new seniors who have attended lunch in the past year. Our role on the Nutrition Advisory Council is to inform seniors, relay information, and make recommendations on the activities, food and issues of concern.

# Reservations are required 24 hours in advance.

Confidential donations are accepted at all Senior Dining Centers. These donations allow us to continue to serve the seniors of Waukesha County at the dining centers.

We invite all seniors to join us for lunch at one of the following Senior Dining Centers:

### **BROOKFIELD**

Brookfield Community Center 2000 North Calhoun Road Mon to Fri @ 12:00 noon 262-782-1636

### **BUTLER**

Hampton Regency Apartments 12999 W. Hampton Ave. Mon to Fri @ 11:30 am 262-783-5506

### **DELAFIELD**

Knollcrest Apartments 674 Division Street Tues & Thurs @ 11:45 am 262-646-8838

### **HARTLAND**

Breezewood Village Apartments 400 Sunnyslope Drive Mon, Wed, Fri @ 12:00 noon 262-367-5689

### MENOMONEE FALLS

Menomonee Falls Comm. Center W152 N8645 Margaret Rd. Mon to Fri @ 12:00 noon 262-251-3406

### **MUKWONAGO**

Birchrock Apartments 280 Birchrock Way Mon to Thurs @ 11:45 am 262-363-4458

# **MUSKEGO**

Muskego City Hall W182 S8200 Racine Avenue Mon, Wed, Fri @ 11:45 262- 679-3650

### **NEW BERLIN**

National Regency 13750 W. National Ave. Mon to Thurs @ 11:45 am 262-784-7877

### **OCONOMOWOC**

Oconomowoc Community Center 324 West Wisconsin Avenue Mon to Fri @ 12:00 noon 262-567-5177

### **SUSSEX**

Sussex Mills Apartments W240 N6345 Maple Ave. Mon to Fri @ 11:45 am 262-246-6747

# CITY OF WAUKESHA

### LA CASA VILLAGE

1431 Big Bend Road Waukesha Mon, Wed & Fri @ 11:30 am 262-547-8282

# SARATOGA HEIGHTS APARTMENTS

120 Corrina Blvd. Waukesha Mon to Fri @ 12:00 noon 262-542-8783

# WILLOW PARK APARTMENTS

1001 Delafield Street Waukesha Mon, Tues & Thurs @ 11:30 am 262-547-5001

PLEASE CALL THE SENIOR DINING CENTER BETWEEN 10:00 AM AND 1:00 PM OR

CALL THE DEPARTMENT OF SENIOR SERVICES AT 548-7826 TO MAKE YOUR RESERVATION!

# HAVE YOU BEEN NAUGHTY OR NICE TO YOUR HEART??

The holiday season should not be an excuse to binge on foods high in calories and fat. Remember that all foods can fit, in moderation. Check out this list of "Nice" and "Naughty" foods.

# The "Nice" Foods:

- *Cranberries:* These berries have high quantities of phenols, which are antioxidants. Eating foods rich in antioxidants can help prevent chronic diseases such as certain types of cancer, heart disease and stroke.
- Sweet Potatoes & Acorn Squash: These are nutritional all-stars. They contain large amounts of carotenoids, potassium, vitamin C, and fiber.
- *Applesauce*: You can use applesauce in place of oil in your holiday baking recipes to decrease the fat and calories in your holiday favorites.
- *Beans:* These foods are inexpensive, low in fat, rich in protein, iron, folic acid and fiber. Try them on salads, in soups, dips and in salsa.
- Whole grain breads and cereals: These starches have more fiber, vitamins and minerals compared to enriched white bread. Fiber can help prevent diverticulosis and heart disease.
- Low Fat or Fat Free Milk: Great source of calcium, protein and vitamins.
- *Salmon or other Fatty Fishes*: excellent source of omega 3 fatty acids, which can reduce the risk of heart disease.

# The "Naughty" Foods:

- *Fatty meats, cheeses and baked goods*: these foods taste great, however they may cause you to feel tired. Eat smaller portions and get some exercise to increase your energy.
- *Caffeine*: Coffee, tea, and colas all contain caffeine. Drinking too much of any of these beverages may stay in your system which can lead to insomnia.
- *Sugar*: Plain sugar in the form of candies, cookies, and cakes are loaded with empty calories. Moderate your portions and balance with fruits and vegetables.
- *Heavyweight Pizzas*: If it is deep dish or loaded with extra meats and cheeses, two pieces can equal your daily intake of saturated fat, calories, and sodium.
- *Big Breakfasts*: Eating eggs, breakfast meats, pancakes, etc. can pack a lot of calories, fat and cholesterol. Try to balance with fruit, and lower fat recipes instead.

# Remember...that all foods can fit during this holiday season. Your plate can be healthy!



DATE: Fall 2003

TO: Waukesha County Residents

FROM: Chris Rodriguez, Volunteer Program Specialist

SUBJECT: **VOLUNTEERING** is love made visible...

**FRIENDS...WHAT WOULD WE DO WITHOUT THEM?** As older people loose their life-long friends...they become lonely and isolated and YOU can make a difference in that life with just a one-hour visit each week. Men and women are needed in Delafield, Hartland, Menomonee Falls, Muskego, Oconomowoc, Sussex and Waukesha. Surely you have one hour a week you can **give because faithful friends are the best medicine in life...**call 548-7829.

**SENIOR DINING SITES** need help with meal set up, packing meals for homebound, registration, serving and clean up. Help out once a week or twice a month from 9:30 a.m. 'til 12:30 p.m. A little help will go a long way in Muskego, New Berlin and Waukesha. **Your volunteer energy can change our world...**call 548-7829.

**ELDEREACH VOLUNTEERS ARE GREATLY NEEDED** in Big Bend, Mukwonago, Muskego, Oconomowoc and Sussex. Take some required training so that YOU can call on older people who may need help...to assess their needs and report those needs to our department. We ask volunteers to make a commitment of six to eight hours a month, weekdays or weekends. Call 548-7829 **because one person can make a difference.** 

**PROGRAM ASSISTANCE IS NEEDED** with phoning, computer data entry, filing, mailings, typing, collating, etc. Looking for someone who has worked in an office and can give us 2 to 3 hours a week or 4 to 5 hours every other week. Call 548-7829 **because just a little of your time could do so much.** 

**SPECIAL NEED TO KEEP THE WHEELS TURNING...VOLUNTEER DRIVERS** to deliver a hot noon meal to homebound individuals unable to fix one for themselves. Getting this meal makes it possible for them to stay in their own homes longer. Our numbers are growing and help is needed once a week or once or twice a month. Help is needed in the Butler, Muskego, and Waukesha areas. Individuals, friends, couples and families are encouraged to call 548-7829...**REMEMBER going the extra mile has its reward.** 

**GREETER VOLUNTEERS ARE NEEDED** at the Courthouse and Administration Center information desk to greet and direct visitors to offices or departments. Consider a three hours shift one day a week. If you enjoy meeting people, you will love this volunteer position. **Call 548-7829 - you'll be glad you did.** 

BUSINESSES, COMPANIES, ORGANIZATIONS OR SCHOOL GROUPS NEEDED to help out once or twice a year with special projects that will help maintain older adults in their own homes longer. Help with the clean up of a home, attic, basement or yard. Assist with moving individuals from one place to another. Work on small house repairs that are hard to do or give some time to painting the inside or outside of a person's home. Just one or two projects a year can really help out an older adult living in your community...because a little of your time goes along way...call 548-7829.

**GOING MY WAY?** Someone special needed to transport an elderly lady living in Butler to a nursing home facility in Milwaukee to visit her daughter once a week or twice a month on a regular basis. Call 548-7829 to bring a little sunshine into a person's life by helping her visit with family.

**MEDICAL PEOPLE WHO HAVE THEIR OWN EQUIPMENT** are needed to help out once a month for two hours at a Senior Dining Center located in Delafield, Hartland, New Berlin or Waukesha...to take blood pressure checks. Call 548-7829 to help older adults be more aware of their health.

Mileage reimbursement for our volunteers is provided.

"Volunteers polish up the rough spots in our communities."

Alice Sandstrom

# MEETING NOTICE ELDEREACH & FRIENDLY VISITOR VOLUNTEERS OCTOBER 28, 2003 - FROM 5:00 'TIL 6:45 P.M.

AT THE ADMINISTRATION CENTER, ROOM 355
SEE YOU THERE...

"I don't know what your destiny will be, but the one thing I do know: the only ones among you who will be really happy are those who will have sought and found how to serve."

Albert Schweitzer

# Wisconsin Lifeline & Link-up

These programs help low-income customers reduce their phone bills: Lifeline program keeps phone service affordable by reducing monthly phone charges for income-eligible households.

Link-up is designed to help households without telephone service get onto the telephone network and those with phone service to keep it when they move. It does this by waiving local telephone connection charges.

In the Waukesha County area, eligible households will reduce their monthly bill by at least \$8.56 per month under the Lifeline program. A higher credit will be issued if needed, So that the monthly bill is no more than \$15 for the following Services:

- A residential line
- Touch-tone service
- 9-1-1
- Federal subscriber line charge (currently \$6.00)

The Link-up program is designed to provide eligible households with a waiver of charges normally associated with local telephone service connection & installation. Charges are waived for:

- New service installation
- Moves from one residence to another
- Reconnection of an existing service.

Reduction or waiver of the deposit requirements may be available under the Link-up program at the option of each local telephone company.

Who is eligible? Eligible customers must be in a household that receives benefits from:

- Wisconsin Works or W2
- Medical Assistance (MA)
- Supplemental Security Income-SSI
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- WI Homestead Tax Credit
- Badger Care

For more information about this money saving program, call: 1-800-440-9853

Additional savings are available to customers unable to use the telephone book due to limited vision. Call the customer service department of the telephone company to request:

Operator assisted exemption form & Directory assisted waiver form Physician verification of limited sight will allow these customers to use the information operator at no charge

# **Food Stamp Program**

The Food Stamp program is one of the most underutilized public benefit programs, in part due to the myths and unfair stigma surrounding it. Many people believe the Food Stamp program is welfare. In fact, the Food Stamp program is a nutrition program offered by the federal government that is designed to ensure an adequate and nutritious diet for lower-income households, regardless of age or health. The program is administered through county offices by an agreement between state public agencies and the U.S. Department of Agriculture. Good nutrition is important to maintain health for all ages, but it is particularly important for seniors.

### The Quest Card:

In an effort to make the Food Stamp program easier for participants to use and to reduce the unwarranted stigma attached to the use of paper food coupons presented at the check-out counter, the federal government required all states to implement electronic systems for delivering food stamp benefits. The State of Wisconsin has switched from paper coupons to an electronic benefit transfer system. Program participants now receive a plastic card, called a "Quest" card. The card gives them access to their food stamp accounts.

The Quest card functions like a cash withdrawal or debit card. It is a plastic card the size of a credit card with a similar magnetic strip. The participant swipes the card through a terminal at the store checkout and enters a 4-digit pin number. The amount of the purchase is automatically subtracted from the participants Food Stamp balance. The participant may call a toll free number prior to their food-shopping trip to learn their remaining food stamp balance. If a Quest Card user does not access benefits for 12 months, the benefits remaining in his or her account will be erased, losing the benefits in the account.

### Benefit Amounts:

Currently, the maximum allotment for one is up to \$135 a month. A qualifying household of two can receive an allotment up to \$248 per month. The minimum allotment is \$10. While a \$10 benefit may not seem like much, if unused, this amount builds by \$10 each month. During the winter months, when heating costs increase, an accumulated food stamp balance of \$50-60 would help to stretch a fixed income. In addition, food stamps may be used with the SHARE program. SHARE participants purchase a \$15 share of food each month, which the participant receives \$30+ worth of food. (Additional requirement is the participants give two hours of community service, assistance to someone or charity without receiving pay). A food stamp recipient only receiving a \$10 allotment may add \$5 to their allotment and purchase a share of food. The participant will receive \$30+ worth of food for a \$5 investment. Call 1-800-548-2124 for closest SHARE program.

What May the Quest Card Be Used to Purchase?: The Quest Card may be used to purchase a wide array of food products such as fresh or canned fruit and vegetables, milk, cheese, butter, bread, cereal, meat, rice and pasta. In addition, the Quest Card may be used to purchase food for persons with special dietary needs. The Quest Card may also be used at some meal sites. The Quest Card may even be used to purchase plants and seeds for a garden.

# Eligibility:

To qualify for food stamps, an applicant must be a United States citizen, or must be considered a "qualified alien." Households with at least one member age 60 or over, or at least one disabled member have an asset limit of \$3,000. In general, assets such as homesteads, personal property, life insurance, burial assets and automobiles are exempt.

# Income Eligibility:

The Food Stamp program is unique because it is the only public benefit program that takes into account a household's actual monthly expenses when determining income eligibility. Therefore, people who work or who have income above the SSI limit often qualify for food stamps. Households with an individual age 60 or over must only meet the *net income* limit. Net income refers to the income after certain deductions allowed under Food Stamp regulations are subtracted from the gross monthly income, such as medical, excess shelter, a standard deduction, and 20% of wages.

# Application:

Individuals can request an application for a Quest Card through the County Economic Support office by calling (262-548-7330). SSI applicants have the option of applying for Food Stamps at the Social Security office. Individuals may apply in person or may request that an application be mailed to him or her.

Applicants will be asked to provide the following items: 1) proof of income; 2) proof of citizenship or alien status; 3) utility bills; 4) Social Security number; 5) proof of medical expenses; 6) proof of address; 7) verification of authorized representative and/or head of household and 8) proof of disability, if applicable.

# HELP IS A FOUR LETTER WORD THREE DIGIT NUMBER

# Simply call 211 to get help with life

# Low-Income Energy & Emergency Assistance Programs

With fall approaching, heat bills will soon increase. Energy assistance is available for low-income renters or homeowners.

Income eligibility is limited to households of an income not greater than 150% of the federal poverty level and which demonstrates an "energy burden." This means the household must directly pay a fuel provider or pay rent that <u>includes</u> heat. Total <u>gross</u> income for an individual for the three months previous to the month of application cannot exceed \$3,367.50. A family of two's income may not exceed \$4,545.00 the three months prior to application.

Call 1-800-506-5596 after October 1, 2003 to schedule an appointment for Energy assistance for the 2003-2004 heating seasons.

# FOR ALL WHO REED AND RITE

We'll begin with a box, and the plural is boxes; but the plural of ox became oxen not oxes. One fowl is a goose, but two are called geese, yet the plural of moose should never be meese. You may find a lone mouse or a nest full of mice; yet the plural of house is houses, not hice. If the plural of man is always called men, why shouldn't the plural of pan be called pen? If I spoke of my foot and show you my feet, and I give you a boot, would a pair be called beet? If one is a tooth and a whole set are teeth, why shouldn't the plural of booth be called beeth? Then one may be that, and three would be those, yet hat in the plural would never be hose, and the plural of cat is cats, not cose. Some other reasons to be grateful if you grew up speaking English:

- 1) The bandage was wound around the wound.
- 2) The farm was used to produce produce.
- 3) The dump was so full that it had to refuse more refuse.
- 4) We must polish the Polish furniture.
- 5) He could lead if he would get the lead out.
- 6) The soldier decided to desert his dessert in the desert.
- 7) Since there is no time like the present, he thought it was time to present the present.
- 8) At the Army base, a bass was painted on the head of a bass drum.
- 9) When shot at, the dove dove into the bushes.
- 10) I did not object to the object.
- 11) The insurance was invalid for the invalid.
- 12) There was a row among the oarsmen about how to row.
- 13) They were too close to the door to close it.
- 14) The buck does funny things when the does are present.
- 15) A seamstress and a sewer fell down into a sewer line.
- 16) To help with planting, the farmer taught his sow to sow.
- 17) After a number of Novocain injections, my jaw got number.
- 18) Upon seeing the tear in the painting I shed a tear.
- 19) I had to subject the subject to a series of tests.
- 20) I spent last evening evening out a pile of dirt.

Screwy pronunciations can mess up your mind! For example ... If you have a rough cough, climbing can be tough when going through the bough on a tree! Let's face it - English is a crazy language. There is no egg in eggplant nor ham in hamburger; neither apple nor pine in pineapple. English muffins weren't invented in England. We take English for granted. But if we explore its paradoxes, we find that quicksand can work slowly, boxing rings are square and a guinea pig is neither from Guinea nor is it a pig. Sometimes, I think all the folks who grew up speaking English should be committed to an asylum for the verbally insane. In what other language do people recite at a play and play at a recital? Ship by truck and send cargo by ship? Have noses that run and feet that smell? How can a slim chance and a fat chance be the same, while a wise man and a wise guy are opposites? You have to marvel at the unique lunacy of a language in which your house can burn up as it burns down, in which you fill in a form by filling it out and in which an alarm goes off by going on. If Dad is Pop, how's come Mom isn't Mop?

**AUTHOR UNKNOWN or is it KNOTKNOWN?** 

# **Public Safety Fund-Raising Appeals: Make Your Donations Count**

Every day, police and firefighters risk their lives to make your community safer. To show your support, you may consider making a donation when a fund-raiser calls from a fire or police service organization. Before you write the check, the Federal Trade Commission (FTC) urges you to consider these facts:

- Simply having the words "police" or "firefighter" in an organization's name doesn't mean police or firefighters are members of the group.
- Just because an organization claims it has local ties or works with local police or firefighters
  doesn't mean contributions will be used locally or for public safety. The organization should
  be able to provide you with written information describing the programs your donation will
  support, and their fund-raising costs before you donate.
- Most solicitations for police and fire service organizations are made by paid professional fund-raisers.
- Donations to some police or firefighter groups may not be tax deductible. Many kinds of
  organizations are tax exempt, including fraternal organizations, labor unions, and trade
  associations, but donations to them may not be tax deductible.

Want to know where your public safety contributions are going? Taking the following precautions can help ensure that donation dollars will benefit the people, organization, or community you want to help.

- Ask fund-raisers for identification. Many states require paid fund-raisers to identify themselves as such and to name the organization for which they're soliciting.
- Ask how your contribution will be used. Ask what percentage of your contribution will go to
  the fire or police organization, department, or program. Also ask if your contribution will be
  used locally. Get written information.
- Call the organization or your local police or fire department to verify a fund-raiser's claim to be collecting on behalf of the organization or department. If the claim cannot be verified, report the solicitation to your local law enforcement officials.
- Ask if your contribution is tax-deductible. Make your check payable to the official name of the group or charity. Avoid cash gifts: Cash can be lost or stolen.
- Be wary if a fund-raiser suggests you'll receive special treatment for donating. For example,
  no legitimate fund-raiser would guarantee that you won't be stopped for speeding if you have
  a police organization's decal in your car window. Don't feel intimidated about declining to
  give. A caller who uses intimidation tactics is likely to be a scam artist. Report the call to your
  local law enforcement officials.

For more information about fraud-related fundraising, visit the FTC web site at <a href="www.ftc.gov">www.ftc.gov</a> or the National Charities Information Bureau at <a href="www.give.org">www.give.org</a>. Produced in cooperation with the National Association of Attorneys General

Source: http://www.ftc.gov/bcp/conline/pubs/alerts/badgealt.htm

**Telephone /Web Site Information Directory** 

1 elepnone / web Site Information Directory	
AARP	www.aarp.org
Administration on Aging	www.aoa.dhhs.gov
Age Net	www.agenet.com/geriatrichealth
Alcohol and other drug abuse questions	262-548-7666
Alzheimer's Association	www.alz.org
Alzheimer's Association –Southeastern WI	414-479-8800 or 1-800-922-2413
	<u>www.alzheimers-sewi.org</u>
American Diabetes Association	(800) 342-2383
American Heart Association	www.americanheart.org
American Stroke Association	1-888-4STROKE or 1-888-478-7653
	www.strokeassociation.org
Benefits Checkup	www.benefitscheckup.org
	www.benefits.com
Chamber of Commerce-Waukesha Area	www.waukesha.org or email @chamber@waukesha.org
	262-542-4249
Charity Fraud-Federal Trade Commission	www.ftc.gov/charityfraud
·	1-877-FTC-HELP (382-4357)
Department of Health and Human Services	262-548-1212 or TTY/TDD: 262-548-7311
Department of Senior Services	262-548-7828
	http://senior.waukeshacounty.gov
Elder Abuse	262-548-7828
	after hours: First Call For Help 211
	Emergency: 911 or non-emergency 547-3388
Eldercare Online	www.ec-online.net
Family Living Community Educator	262-548-7782
Waukesha County UW-Extension	
Insurance Institute for Highway Safety	www.highwaysafety.org
Lake County Cares Cab	262-695-2670
Long Term Care Questions	262-548-7212
National Council on Aging	www.ncoa.org
National Family Caregivers Association	www.nfcares.org
National Foundation for Depressive Illness	www.depression.org
National Highway Traffic Safety Administration	www.nhtsa.gov
National Mental Health Association	www.nmha.org
National Mentoring Partnership	www.mentoring.org
National Osteoporosis Foundation	www.nof.org
Public Health Department	262-896-8430 or TTD: 262-896-8234
Online Smoking Cessation Support	www.lungusa.org/ffs
Outreach Resource Center for Culturally Diverse Elders	www.orccde.org
Social Security Administration	1-800-772-1213
	www.ssa.gov
U.S. Department of Health and Human Services	www.hhs.gov
Veteran's Service Office	262-548-7732
Volunteer Program Specialist, Chris Rodriguez	262-548-7829
Waukesha County Home Page	www.waukeshacounty.gov
Quick links to departments, services and information.	www.waukeshacounty.gov
Wisconsin State Home Page	www.wisconsin.gov
Quick links to departments, services and information.	www.wisconsin.gov
2 with this to departments, services and injointation.	

# SERVICES FOR OLDER ADULTS

The Waukesha County Department of Senior Services offers a variety of services designed to meet the varied needs of older people. These services are available either directly by the Department or in cooperation with other agencies. Some services may include a fee or donation request. The Information and Assistance staff (I&A) discuss the options with seniors and families. The appropriate services can help individuals to live in their home as long as possible. Here is a recap of the individual services and the functions that they perform:

Adult Day	Sliding fee—Older adults may attend adult day centers where services include personal care, a noon
Centers	meal, and health monitoring. There are also recreation and socialization opportunities.
<b>Bathroom Safety</b>	Grab bars and a hand held showerhead can be installed in your bathroom for safety in bathing or
	showering. Call to arrange installation.
Benefit	Donation—A trained individual provides assistance in matters relating to benefits (e.g. Social Security,
Counseling	Title 19, insurance, reverse mortgage, taxes, and other legal concerns.
Community	Some shared cost, some private pay—A network of agencies provide supporting services that include
Services	homemaker, chore, health care services and a visitor/companion program.
Counseling/	No cost—A team of skilled staff, including social workers, registered nurse and client services
Support	specialist, assist older adults and caregivers with support and access to appropriate services.
<b>Equipment Loan</b>	This program has been discontinued. If you have a donation or need equipment, please contact Health
	and Human Services at 262-548-7670 or 262-548-7369.
Family	Provides caregivers information and assistance in accessing support services such as respite and
Caregiver	training—Enables elders to become linked with their caring community while in a caregiving role—
Support	Resource loan library—Grandparent program for those raising grandchildren.
Friendly Visitor	No Charge—A weekly contact is provided for an older person who is lonely and in need of
	companionship. Call for more information.
<b>Home Health</b>	Donation—Personal care service, such as bathing, provides assistance in caring for someone in the
Care	home.
Nutrition	Donation—13 Senior lunch centers located throughout Waukesha County provide nutritional lunches,
	recreation, education, & social opportunities. Home-delivered meals are available for those who are
	homebound and are unable to cook for themselves. Call for information on the site nearest you.
<b>Respite Options</b>	Based on Funding—Assistance is provided in locating facilities and services, which provide short-term,
	temporary or occasional relief and support for caregivers. Call for location information.
Senior Line	No fee—A call-line (262-548-7828) that provides information and assistance on health, housing and
	general services for older persons.
<b>Senior Sources</b>	No fee—A comprehensive booklet available on request that contains programs, agencies, and services
	assisting older adults in Waukesha County. Call or stop by to get your copy.
Specialized	Sliding Fee—Appropriately equipped vans and buses transport older adults and those with disabilities.
Transportation	Shared-fared taxi and shuttles are also available in some areas of the county. Call for specific
	information.
Volunteer	Over 1000 volunteers help us! Volunteer opportunities abound within our department for older people
Opportunities	to assist in helping others.

For assistance, information or to report elder abuse, call the Department of Senior Services at 262-548-7828 or visit our office at 1320 Pewaukee Road, Suite 130, in Waukesha. We are located in the Administration Center (connected to the Courthouse) at the corner of Moreland Blvd. and Pewaukee Rd. Our hours are Monday through Friday from 8 a.m. - 4:30 p.m. After hours, please contact FIRST CALL FOR HELP at 211 or, if it is an emergency, call your local law enforcement agency.



2003 SENIOR SOURCES ARE STILL AVAILABLE.

If you don't already have your own copy, please call
the Department of Senior Services at
262-548-7828 to have one mailed directly to you.